CLC2S Logistics Modernization Team Training

22-26 August 2005

Attendees

- SSgt Dowen MOS 3043 Supply School, MCSSS
- CWO3 Hedgcorth MOS 1310 LOS, CSSIC
- Capt Sotomayor MOS 0402 LMT East
- CWO4 Burtts MOS 1310 LMT East
- MGySgt Gardiner MOS 1349 LMT East
- MSgt Britt, T.M. MOS 1349 LMT East
- MSgt Marbury MOS 3043 LMT East
- MSgt Dennis, M.C. MOS 2891 LMT East
- Maj Kelsay, K.L. MOS 2802 LMT East
- GySgt Norris, C.P. MOS 3043 LMT East
- MSgt Piper MOS 3043 LMT West
- MSgt Teicher MOS 2181 LMT West
- GySgt Cameline LMT West

- Mr. Jerry McGovern, IR-Tech
- Mr. Michael Falotico, Sapient
- Mr. Justin Kenlon, Sapient

Agenda:

	Monday	Tuesday	Wednesday	Thursday	Friday
0800-0900		RRTS Demo	LOG P/E Alerts & CTI	Admin App	Final Exercise
0900-1000		RRTS Lab	C2PC Demo	Feeds	
1000-1100			LOG P/E Mission Planner	Un-tethered Discussion	Feedback
1130-1300	L U N C H				
1300-1400	Introduction & Context	RRTS Lab (continued)	LOG P/E Lab	LMT Logistics Modernization Game	
1400-1500	ECS Demo				
1500-1530	ECS Lab	RRTS Reports	ENG P/E Demo	Media Distribution	

Summary: Monday, August 22, 2005

- Training started on this day at 1300 with a discussion of how CLC2S currently fits into the big picture for Logistics Modernization within the Marine Corps. Several members from the Logistics Modernization Team East and West (LMT East and West) were in attendance. The rest of the day consisted of a demonstration and lab for ECS. This part of the training went without a hitch, as the Marines were swiftly able to understand the majority of ECS functionality. The training team concluded by asking the Marines in attendance for any feedback or suggestions on how the afternoon training was conducted. There was no immediate feedback at this time.

Summary: Tuesday, August 23, 2005

- The primary objectives of this day were to revisit ECS training to ensure everyone was both satisfied and well-trained, and to train the Marines on RRTS+ functionality. We chose to use a PowerPoint presentation on RRTS+ as a primer to give those in attendance a high-level overview of the available capabilities. Phase two of our RRTS+ strategy was to lead the class through a walk-through demonstration on the life-cycle of a RRTS+ request, from start to finish. The final step was having the Marines complete a detailed lab that outlined a large majority of the primary functionality within the module. Training for the day ended with a demonstration of the RRTS+ reporting tool and a discussion of its uses, possible enhancements, and how it is indicative of the flexibility and capabilities of CLC2S. The RRTS+ training ran rather smoothly, but upon soliciting feedback, we surmised that the presentations and walkthroughs were not as valuable to the Marines as “hands-on” training, a gap we endeavored to fill for the remainder of the week.

Summary: Wednesday, August 24, 2005

- On this day, Log P/E, the C2PC Injector, and Eng P/E were covered with live demonstration-style presentations, and followed by discussions. The training team allotted time for an interactive Log P/E lab, which was largely informal since the labs brought to the session were outdated in relation to all the updated system data. Most of the Marines could navigate and implement steps of the mission planner, while others experienced some confusion and frustration with the module, vocalizing their desire for a simpler initial requirements determination. The presentations themselves had been carefully planned, but they ran longer than expected due to discussion and assistance, and as a result the opportunity for “hands-on” experience time was decreased. The limited sample data within the training server restricted the ability to provide highly realistic scenarios, which was tackled by the training team after hours as much as possible. This ended up being highly problematic, as Marines could not clearly identify with the generation of estimations provided by Log P/E and Eng P/E. Overall, the reviews seemed to be mixed, but the consensus overwhelmingly points to the necessity for using an explicit set of sample data for demonstrations and utilizing labs with precise directions in the future. This will serve to better expose the truly valuable aspects of these modules.

Summary: Wednesday, August 24, 2005 (cont.)

- The CONOPS and implementation discussion seemed to spur some good conversations with the large number of Marines in attendance. This gave background information on how CLC2S is being used in the field and provided the Marines with some additional context. The Marines were vocal in their support of the product, but we identified several recurring themes in their contributions to the discussion.
- CONOPS points:
  - Although CLC2S is the Program of Record, BCS3 was a topic often brought up. Though these are complimentary technologies, they are competitors for time and attention. The Marines we were training suggested that they would like to see CLC2S given higher visibility.
  - Although “In Theater” is in many ways an ultimate proof of a system’s usefulness, the Marines seemed inclined to agree that it would be at least if not more effective to implement CLC2S in the relatively controlled garrison environment. Camp Johnson / Camp Lejeune were mentioned as potential sites. The prevailing sentiment was that demand for the product would increase if the users were exposed to it earlier on, in the various Schools and on base, for example.

Summary: Thursday, August 25, 2005

- The administration application / feeds presentation went smoothly; however, the combination of a high level of detail and the fact that only the presenter could manipulate the Admin App during the presentation, the audience was disengaged. We found upon soliciting feedback that the demonstration strayed into grounds deeply technical and that the LMT Marines believed that this was unnecessary for what their future roles would be with CLC2S. The training team had understood that the LMT training audience would require a complete understanding of the system from both technical and functional perspectives and at multiple levels, but we incorrectly assumed the proper level of depth required.
- In the future, either higher-level and more brief presentations or more interactive, follow-along demonstrations combined with a detailed and complete exercises will serve to keep the Marines better engaged with this part of the training.

Summary: Thursday, August 25, 2005

- Three specific suggestions to improve future Feeds presentations include:
  - The Marines felt too far removed from the Administration Application; the capability to interact with the Admin App, whether remotely creating feeds or the ability to follow along with some sort of interface that allows the class to see the demonstration on their desktop / laptop.
  - Keep the initial demonstration high-level; too much detail confuses everyone.
  - More frequently polling the audience to keep them invested. Close to an hour of the Admin App demo had elapsed before we more accurately understood the waning level of interest.

Summary: Thursday, August 25, 2005 (cont.)

- The Un-tethered presentation went smoothly, with many affirmatively nodding heads and few, though insightful, questions. There was regrettably little feedback regarding how this part of the training could be improved. We had taken into account the earlier feedback and kept the demonstration at a functional level, and tried not to go too deep technically. We believe that the Marines understand the capabilities of an Un-tethered enabled network to a high functional level and how to overcome intermittent network issues. Further, We think that they would be able to navigate the Un-tethered administration in order to at least specify a network configuration.
- In the afternoon, the training team and the Marines went to the LMT East conference room to play the “Logistics Modernization Game”. Although we had had a relatively successful Final Exercise the previous week, the Training Team, with input from MSgt Britt, decided to pursue an application of CLC2S to this game for the LMT Final Exercise the next day. Jerry McGovern spent a good bit of time figuring out how best to capture the LOGMOD Game in CLC2S, such that we could highlight how CLC2S functionality enables visibility and smoother and faster responses to demand.

Summary: Friday, August 26, 2005

- **The final exercise included a variation of the "Logistics Modernization game" played the previous day, only this time using CLC2S. Beforehand, sample units were created and some ECS data was added. Marines were given the opportunity to play various roles in the RRTS+ process flow. Although this part of the training was largely "on-the-fly," it ended up being one of the most rewarding parts of the training. The exercise lasted a full three hours, and could easily have continued longer if we did not have administrative objectives to close out at the end of training.**
- **Marines seemed to have a great deal of fun playing with the system and the training team received feedback that this assisted to tie together most if not all of the concepts they had learned through the week. The exercise was also well received since it focused on RRTS+ and ECS, which operationally have seen the most use by Marines. The training team should come together sometime in the near future to create a formal version of this final exercise. It is also a priority to conduct a meeting to make a coherent training package based on the sessions conducted in Okinawa, Korea, and Camp Lejeune over the last month.**
- **We were given a suggestion to request and process a current and accurate unit structure, which would definitely facilitate better and more complete exercises, and would assist in playing the LOGMOD Game since the context would be more relevant.**
- **All defects found and enhancements suggested were recorded throughout the week and the home team entered them into ResultSpace.**

Summary: LMT Training

- **The Marines see great potential in CLC2S, as shown through their enthusiasm and interest. This group of Marines was also critical when necessary, which led to several meaningful discussions and a variety of good questions.**
- **We need more accurate or current unit structures, equipment and supply lists, and any other necessary information to utilize as sample data. This will enable the team to be better prepared ahead of time for developing a useful and appropriate application context.**
- **The most repeated sentiment was that we need to get CLC2S into training, into schools, and in operation in garrison.**
- **A more detailed syllabus, as well as a heavier hands-on content will go far in getting Marines invested in and excited about CLC2S. The CD's were economical and will be very useful as repositories, but bound and generally accepted course "workbooks" would give the training an extra edge.**
- **One of the suggestions was to consider having increased availability of functional representatives for CLC2S available at locations where the system is being stood up. This can enable Marines to set up the system with minimal difficulties, whether it's in a garrison environment or in theater. The resultant decrease in aggrevation and shorter "go-live" time spans will help to achieve greater buy-in from the top.**

Summary: LMT Training (cont.)

- **Although we do have a compendium of training materials, the last time it was formally updated as a training curriculum was in September 2004. New functionality, capabilities and applications have emerged which should be formally included into a training program that can be taught and repeated.**
- **Again, CLC2S as a data-driven system is all about the data. We need to make the feeds system exciting by being prepared to do live imports from ATLAS, MIMMS, etc. Although we were able to do so "on–the-fly", if planned for it would be that much more impressive.**
- **A vast majority of this training session became "on-the-fly", from data generation to exercises to presentations and levels of detail. Given that nature of the session, it was remarkably successful in getting key Marines talking about, excited about, and knowledgeable about CLC2S and all its capabilities.**

Monday – ECS Notes

- Questions:
  - What's the difference between different user roles, or, who can see what?
  - Whose responsibility is it to keep the data accurate/current? (feeds/manual)
  - If equipment is showing the status of "Deadlined", it better be deadlined if the commander comes to see it … must have correct synched up information
  - What happens If they shut off all the systems?
  - Only good for class 1 through 5?
  - In ECS, how do you task someone?
  - Who signs for it (equipment, supplies, etc)? How do we know?
  - Is it whatever I can see I can change?
  - Is every action or change tagged with who did it (audit trails)? Marines were slinging supplies around to each other, etc.
  - Is there a way for a user to save their top 5 reports?
  - What if the network goes down?
  - What does "can modify parent" mean?

Tuesday - RRTS+ Notes

- Questions:
  - Ran into a Connection problem using the Panasonic Toughbook (WinXP sp2)
    - Increase the 10 concurrent connection limit
      Are you getting 403.9 "Access Forbidden: Too many users are connected" errors on an XP Pro website? You're limited by default to 10 concurrent connections by design, but this can be increased. First, make sure your default windows script host is set to the console (cscript.exe) one.

      %> cscript //h:cscript

      Next, let's increase the connection limit to 40.

      %> C:\Inetpub\AdminScripts\adsutil set w3svc/MaxConnections 40

      Note that this is a hard-coded limit; it can't be increased any further unless you like patching windows system files. You can, however, make the IIS connection timeout more aggressive so connections don't last as long.
  - Can we limit request priority (critical, routine, etc) by user role? (possible enhancement)
  - Why can't you edit a request's description? (possible enhancement)
  - What about the SMU? Are we trying to get away from the SMU?

Wednesday - LOG P/E Notes

- Questions:
  - If I’m the supporter, and you’re the supportee, and you make a mission for which I’m supporting you, can I as the supporter see the mission you’re planning?
  - Are there plans for me to tell you what I have and you tell me how long you can sustain it, e.g. I have X gallons of water, how long can I go for? BCS3 was mentioned here for some reason.
  - Bulk Fuel regarded as VERY clunky and was a big turn-off. column headers unclear…
  - Concern: overcomplicated (spurred by bulkfuel)
  - Administration: change password for a user, you don’t need old password…
  - Defect: Logged in as <x>, created a unit <y>, and he made sure there were <n> personnel in the unit. Go into LOG P/E, and added <y> as the supported unit, clicked on the “unit equipment” button, and he tried to add equipment, and got an error thus: “personnel quantity equals 0 – so there will be no equipment”
  - Enhancement Idea: Having made a mission; based on all the supplies/equip you need (deficits), there should be a reporting functionality that can show you who has the stuff and where it all is. Also, a request generator from a deficit report that you can send on up to get stuff for a mission, based on what you need.

Thursday / Friday: Final Exercise

- Logistics Modernization Game
- CLC2S Logistics Modernization Game:
  - Possible enhancement: need to visualize request backlog of units both up and down the supply chain – as if a requests “BigBoard” (unit structure, units by action items, identify critical paths)
  - Clear up “substitute” NSN issue – A request for “WATER, DRINKING” could not be fulfilled by the obvious substitute of “WATER, GALLON”. Currently, items with identical descriptions are considered substitutable, but not necessarily so. We might need a more robust “substitutable” strategy.
  - Permissions: default user cannot issue supplies; we may have to revisit the permissions to allow this functionality
  - ECS Visibility: they loved being able to see this.
  - Cannot use “Beer Game” naming due to copyrights; “LogMod Game” instead.
  - When adding Supplies to a unit, it is not clear what of [threshold, stocking supply, etc.] is required. If you input none of these, the data is persisted, but nothing shows up if you search for the item.
  - In view/edit users, the asp link at the bottom of the page displays "marinenumber" or SSN as plaintext ...